**Damages and Repairs**

These procedures will be followed for all technology damages and repairs.

Boyertown staff are responsible for reporting repair (warranty) via IT ticketing system. When a user enters the work order, these procedures will be followed:

* The Technology Specialist will record the following (using the District ticketing system) before completing any work on the laptop computer:
  + Staff\Student Name
  + Date of visit
  + Time of visit
  + Description of Issue/Repair
  + Type of claim: damage or repair
* **Repairs –**For all repairs, the Technology Specialist will contact the Support Center Coordinator to have parts ordered or pulled from inventory. The laptop computer parts will be sent to the attention of the Technology Specialist upon arrival. If the required repairs are out the scope of our capability, the Support Center Coordinator will arrange to have the device sent to an Authorized Repair Center for repair.
* **Warranty\Insurance Claim –**For warranty or insurance claims, the Technology Specialist will assess and document all damage, take photographs indicating damage on the device and ask the user to initial the damage, confirming the accuracy of the damage assessment. The Technology Specialist will send photographs, with user’s sign-off, to the Technology Department Secretary and attach them to the initial ticket.
* The Information Technology Services Department Secretary will invoice families monthly for the insurance claim deductible and maintain a running account of funds in the Insurance Account.
* **For uncollected insurance claim costs:**Including the original notification via US mail, families will receive a maximum of four written notifications pertaining to any outstanding financial obligation. After the final notification, parents will receive a phone call from the school principal. After all these measures have been exhausted and the obligation is still not met or a plan for payment has not been agreed upon, the District will attempt to secure resolution through a hearing with the District Magistrate. In addition to the initial repair cost, families will be responsible for collection costs (approximately $100 + repair costs).